



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**Sage Telecom, Inc.**  
**for quarter ending December 31, 2010**

<b>Out of Service More Than 24 Hours</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$514.22	\$172.18	\$514.86	\$1,201.26
B. Number of credits issued for repairs - 24 - 48 hours	31	18	33	82
C. Number of credits issued for repairs - 48 - 72 hours	16	7	6	29
D. Number of credits issued for repairs - 72 - 96 hours	12	4	2	18
E. Number of credits issued for repairs - 96 - 120 hours	2	0	6	8
F. Number of credits issued for repairs > 120 hours	1	0	4	5
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	14	15	11	40
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	10	9	10	29
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Comments**